

Definitions Arizona Network - *AZNet*

- A -

AMS

Asset Management System – The system used by *AZNet* to inventory and manage the state's telecommunications assets.

- B -

BillPort System

BillPort System – *AZNet*'s invoicing tool and process used to present monthly invoices, in a Graphical User Interface (GUI) format, for telecommunications services to state agencies.

Blue ITSOC

Blue ITSOC – Specific service codes that were used by the Arizona Telecommunications System (ATS) for billing communication services that were retained by *AZNet* for use during the agency transition phase for billing of certain services that at time of agency transition mapped into bundled services.

- C -

CAM

Customer Account Manager – The *AZNet* team of customer service representatives who assist agencies with small projects and pricing quotes.

- D -

DMT

Demand Management – Process used to manage telecommunications' investments across the statewide enterprise for infrastructure and agency specific projects that exceed \$25,000.

DRP

Disaster Recovery Plan – Identifies the critical components and functions of a business and the actions needed to restart operations in a timely manner in the event of a disaster.

- G -

GNOC

Global Network Operating Center – System used by *AZNet* to remotely monitor network devices throughout the state.

- I -

IIC

Infrastructure Investment Charges – A component of the monthly seat charge that is used to fund projects that provide benefits to the statewide enterprise as approved by the Telecommunications Executive Governance Committee. The projects will upgrade statewide networks and supporting technologies, consolidate disparate agency networks, consolidate business and operational processes, improve measurable service levels, provide improved protection of the network from current and emerging security threats, and develop and implement a statewide network business continuity and disaster recovery program.

IP

Internet Protocol – Part of the TCP/IP family of protocols describing software that tracks the Internet address of nodes, routes outgoing messages and recognizes incoming messages.

IPS

Intrusion Prevention System – A preemptive approach to network security providing policies and rules for network traffic along with an intrusion detection system for alerting system or network administrator to suspicious traffic allowing swift response to potential threats.

IPT

Internet Protocol Telephony – A set of technologies that enable voice, data, and video collaboration over existing IP based LANs, WANs, and the Internet.

ISP

Internet Service Provider – An organization that provides access to the Internet.

ITAC

Information Technology Authorization Committee (ITAC) – Has jurisdiction to approve or reject IT projects with development costs exceeding \$1 million for all three (executive, judicial and legislative) branches of government.

ITG

Mercury Information Technology Governance – A web-based workflow and project management tool used by *AZNet* to track and control the management of the program, including projects, issues and SLA performance. ITG serves as a historical database of information regarding changes.

IVR

Interactive Voice Response – An automated telephone information system that speaks to the caller with a combination of fixed voice menus and data extracted from databases in real time. The caller responds by pressing digits on the telephone or speaking words or short phrases.

- L -

LAN

Local Area Network – A group of computers and associated devices that share a common communications line or wireless link. Typically, connected devices share the resources of a single processor or server within a small geographic area (i.e., within an office building). Usually the server has applications and data storage that are shared in common by multiple computer users.

- M -

MAC

Moves, Adds and Changes – Requests for changes to telecommunications service and configurations.

MAGNET

Multi-Agency Network – The state's shared data network connecting multiple buildings and agencies providing high-speed data connectivity and Internet access.

Migration

Migration – The process of moving from the use of one operating environment to another operating environment.

MPLS

Multi-Protocol Label Switching (MPLS) – A standards-approved technology for speeding up network traffic flow and making it easier to manage.

MSL-100

Meridian SL-100 – Nortel Networks Class 5 switching system that provides voice communication services to the Phoenix Capitol Mall and serves as a trunking gateway for the state's shared Call Center platform and shared voice mail platforms.

- N -

N11 Dialing

N11 Dialing – Abbreviated dialing codes that enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. There are only eight possible N11 codes because they are three-digit codes of which the first digit can be any digit other than 1 or 0, and the last two digits are both one.

The following are the existing N11 code assignments:

211: Assigned for community information and referral services

311: Assigned nationwide for non-emergency police and other government services

411: Used nationwide by carriers for directory assistance

511: Assigned for traffic and transportation information

611: Unassigned, but used broadly by carriers for repair service

711: Assigned nationwide for access to Telecom Relay Services

811: Unassigned, but used by local exchange carriers for business office use

911: Used nationwide for emergency services

N-2

N-2 – Version of system software that is within two releases prior to current release (and not manufacturer discontinued).

NOC

Network Operations Center – The location from which the operation of all network devices are remotely monitored.

- P -

PBX

Private Branch Exchange – A telephone system within an enterprise that switches calls between enterprise users on local lines while allowing all users to share a certain number of external phone lines. The main purpose of a PBX is to save the cost of requiring a line for each user to the telephone company's central office.

PET

Project Engineering Team – *AZNet* team that provides high level review of potential telecommunication projects to determine if and how the project will fit into the overall enterprise telecommunications plan.

PIJ

Project Investment Justification – A business case required for all projects with a one-time cost of \$25,000 or more which is submitted to GITA for technology standards review.

Port

Port – A physical interface between a device and a circuit; a logical point of connection most especially in the context of TCP/IP.

- Q -

QoS

Quality of Service – The concept of applying and ensuring specific, quantifiable performance levels on a shared network. Performance can be assessed based on physical measurements of the network, the methods by which network traffic is prioritized and on how the network is managed.

- R -

Remedy

Remedy – A problem reporting and change management tracking system used to manage trouble tickets and MACs. The *AZNet* Help Desk utilizes Remedy to help organize, manage and measure the varied telecom activities of the state.

Remote Access

Remote Access – The ability to access a data network from a remote location.

Restricted Seats

Restricted Seats – A term used to describe limited service, zero-cost seats utilized within the first year of the contract under the transitional pricing structure. Restricted seats were limited in availability, required time and materials for any MAC or repair work, and were removed from the contract on June 30, 2006.

RFA

Request for Action – Potential carrier (voice and data) savings opportunities identified by *AZNet* and presented to agencies for approval to implement.

Router

Router – A device or, in some cases, software in a computer that determines the next network point to which a packet should be forwarded toward its destination. The router is connected to at least two networks and decides which way to send each information packet based on its current understanding of the state of the networks it is connected to.

- S -

Seat

Seat – An *AZNet* contract term for pricing of bundled services - includes telephone equipment, dial tone, voice mail, WAN data access, e911 auto location, specific quantity of free MACs, maintenance and support.

SLA

Service Level Agreements – Performance metrics required in the contract and subject to service credits when missed.

SNMP

Simple Network Management Protocol – The protocol governing network management and the monitoring of network devices and their functions.

Spyware

Spyware – Software that covertly gathers user information through the user's Internet connection without the user's knowledge. Spyware applications are typically bundled as a hidden component of freeware or shareware programs that can be downloaded from the

Internet. Once installed, the spyware monitors user activity on the Internet and transmits that information in the background to someone else.

Steering Committee

Steering Committee – A committee of agency CIOs and/or telecommunications managers to provide operational direction to the TPO and *AZNet*.

- T -

TAC

The Technical Assistance Center (TAC) – A vendor or integrator's advanced technical support group that provides assistance and troubleshooting involving telecommunications issues.

TCO

Total Cost of Ownership – The life cycle cost of an asset (focusing on all costs of owning the asset) including acquisition, installation, support, ongoing maintenance, service and all operation expenses.

TEGC

Telecommunications Executive Governance Committee – Provides strategic direction, approvals and oversight to the Telecommunications Program Office and the *AZNet* Program.

TEM

Telecom Expense Management – Management of telecommunication expenditures and delivering savings through comprehensive audits, infrastructure optimization, contract review/renewal, consolidation and process improvements.

Tipping Point

Tipping Point – An intrusion prevention security system that provides network protection from malicious attacks and misuse. Application protection, performance protection and infrastructure protection are provided at gigabit speeds through total packet inspection.

TPO

Telecommunications Program Office – Responsible for the management of the Telecommunications Service Provider (TSP), Accenture: Contract oversight and performance, operational performance, network architecture oversight and approval, programs and projects and investments and savings.

Transitional Pricing

Transitional Pricing – A method of migrating to uniform rates as agencies migrate to uniform services and requirements. The transitional pricing adjustment was used only during agency transition in FY05/06 to hold agency billing at their ATS FY 05 average.

Trunk

Trunk – A physical path or link in a communications system that is designed to handle many transmissions simultaneously and that interconnects major switching centers or nodes. Depending on the system, a trunk may carry transmissions in analog or digital form. Transmission content may include voice (as in the conventional telephone system), text, computer programs, images, video signals or control signals.

TSP

Telecommunications Service Provider – A company providing and managing telecommunications services.

- V -

VoIP

Voice over Internet Protocol – The technology used to transmit voice communications over a data network using the IP protocol.

VPN

Virtual Private Network (VPN) – A network that uses a public telecommunication infrastructure, such as the Internet, to provide remote offices or individual users with secure access to their organization's network.

VPR

The Vendor Performance Report (VPR) – A report used to document vendor performance that does not conform to the terms of the contract and requires action by the State Procurement Office.

- W -

WAN

Wide Area Network – A network or group of networks between buildings, cities and even countries, spanning a large geographical area connected together using telecommunications carriers.